

**Centennial Animal Services
June 2010 Monthly Progress Report
July 20, 2010**

Summary

Centennial Animal Services (CAS) remained committed to protecting the safety, health, and quality of life in Centennial while protecting the welfare of animals during June 2010. These efforts resulted in Animal Welfare Officers responding to 592 calls for service to include: 53 dogs at large, 28 noisy pets, 186 animal license checks, 29 animal impounds, 12 bite cases and 12 aggressive animal. The Department investigated 48 complaints of animal cruelty and responded to 2 animal rescues. There were 903 telephone calls received and 69 lost and found animal reports taken.

Enforcement activities resulted in 19 individuals being educated/verbal warnings, 20 written warnings, 15 summons and complaints being issued and 27 animals handled. CAS vigorously pursues reuniting pets with their owners and finding new homes for all animals handled. These efforts resulted in a 76% animal save rate with 36% of animals returned in the field, 36% returned from the kennel, and 4% adopted.

Activity

Field Services

- 592 Calls for Service: 163 - District 1, 103 - District 2, 127- District 3, 172 - District 4, 27 - Outside of City
- Enforcement Action: 19 Education/Verbal Warning, 20 Written Warnings, 15 Summonses
- Dangerous and Potentially Dangerous Animals
 - 12 – Investigation
 - 12 – Animal Bites Reported
 - 2 – Summons and Complaints Issued
 - 4 – Animal Confiscated

Animals Handled

- 27 Animals Handled: 20 Dogs, 3 Cat, 4 Others
- 76% Animal Save Rate: 36% Returned in the Field, 36% Returned from Kennel, 4% Adopted

General Information

- 903 Telephone Calls, 65 Citizens Walk Ins, 4,125 Miles Driven

Revenue

Monthly

- \$9,855 in revenue was collected
 - \$7,017 Licensing
 - \$2,838 Fees

Year to Date

- \$35,694 in revenue has been collected, which is approximately **17% above** the 2010 year to date projected budget of \$29,718.

2010 Goals/Progress

City Services

Goals

- Centennial Animal Services will enhance our relationship with Centennial's Public Safety partners
- Continue to implement a cross training program for CAS and Douglas County Animal Services Officers facilitating a more timely and effective response in emergencies and disasters
- Increase number of routine patrols and self-initiated enforcement activities by ten percent (10%)
- Increase the number of State and Nationally accredited Animal Welfare Officers to fifty percent (50%)

Progress

- Calls for service up 31% year to date
- Attended meeting hosted by Colorado Department of Health and Environment to coordinate responses to rabies virus issues with other stakeholders in Denver Metro Area
- 100% of Officers assigned to Douglas County have been cross trained in Centennial
- 43% increase of routine patrols and self-initiated enforcement activities to include more proactive patrols of area shopping center parking lots during hot weather
- Three Officers attended the National Animal Control Association Level 1 Academy—All completed the first phase of National Certification with a 90% or higher on final examination

Community Quality of Life/Citizen Engagement

Goals

- Centennial Animal Services will provide public education and engage in positive community relations
- Participate in Centennial sponsored community events
- Be available to attend District, CENCon, and HOA Meetings
- Distribute new educational materials focusing on Responsible Pet Ownership via print and Web Site
- Continue use of media outlets and newsletter to educate citizens about responsible pet ownership
- Utilize online social networks to increase community awareness and education opportunities
- Investigate the possibility of hosting a Licensing, Microchipping, Vaccination, Spay or Neuter event

Progress

- Participated in the Youth Commission's Battle of the Bands
- Created rabies virus awareness and educational materials
- Provided a ride-a-long to the City's new Coyote Management Technician

Economic Health

Goals

- CAS will aggressively pursue cost recovery efforts by increasing license sales and maximizing the collection of animal related fees.
- Explore possibility of regional Animal Care and Control Services

Progress

- Cost recovery up 31% from 2009 and 17% above budget YTD
- Licensing revenue up 37% YTD
- Animal License Checks up 480% YTD
- 76% Animal Return to Owner (RTO) Rate with 43% RTOD in Field YTD—Saving Cost of Impound
- Discussing regional animal sheltering services with the Humane Society of the South Platte Valley

Environment

Goals

- Explore the possibility of securing funding for GIS Mapping, Chameleon software, and Global Positioning Systems to more effectively deploy and utilize staff
- Work towards and secure funding to equip CAS vehicles with Mobile Data Terminals to more closely control the amount of driving required and decrease the quantity of printing

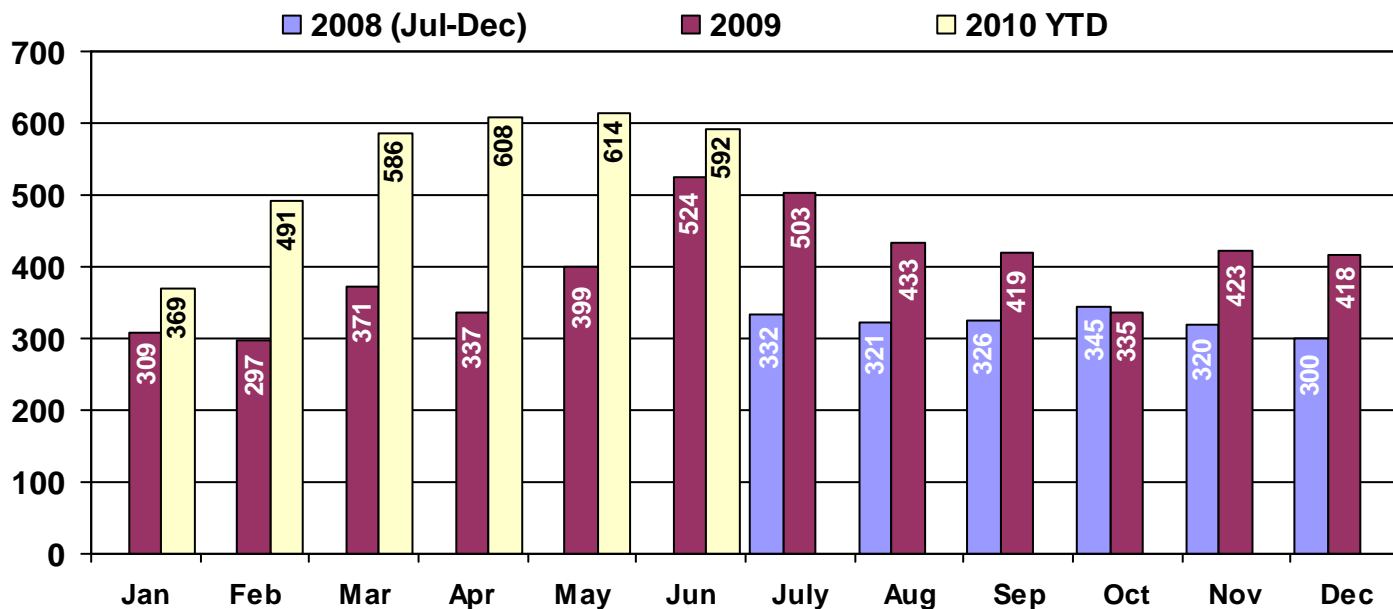
Progress

- Drastically increased the number of foot patrols in area parks, trails, and open spaces
- Researching and planning to conduct bicycle patrols of area parks and trails
- More efficiently deployed forces—Miles driven decreased by 5% YTD
- Will seek funding for Mobile Data Terminals and Global Positioning Systems during the 2011 budget cycle to further increase efficiency
- Implemented the use of electronic time cards reducing the amount of paper used

Field Services

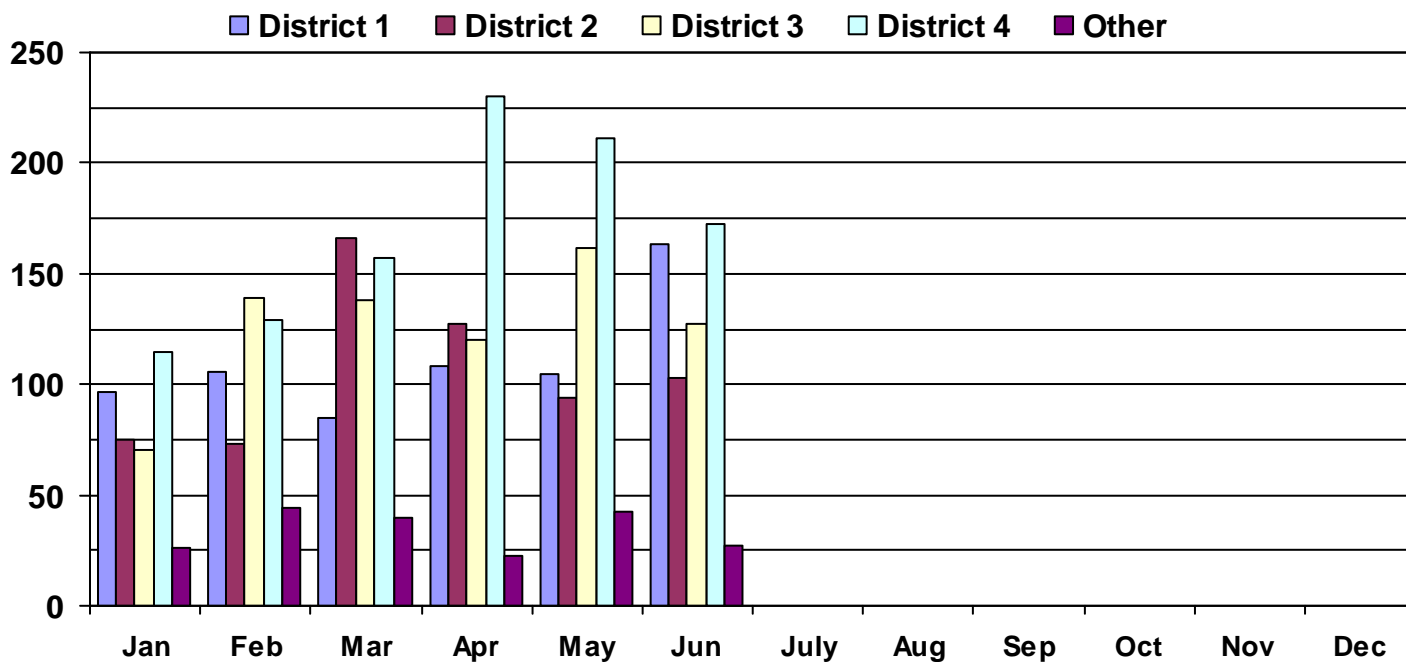
In June 2010 Animal Welfare Officers responding to 592 calls for service to include: 53 dogs at large, 28 noisy pets, 186 animal license checks, 29 animals impounds, 12 bite cases and 12 aggressive animals. The Department investigated 48 complaints of animal cruelty and responded to 2 animal rescues. Enforcement actions have resulted in 19 Education/Verbal Warnings, 20 Written Warnings, and 15 Summons and Complaints.

Total Calls for Services

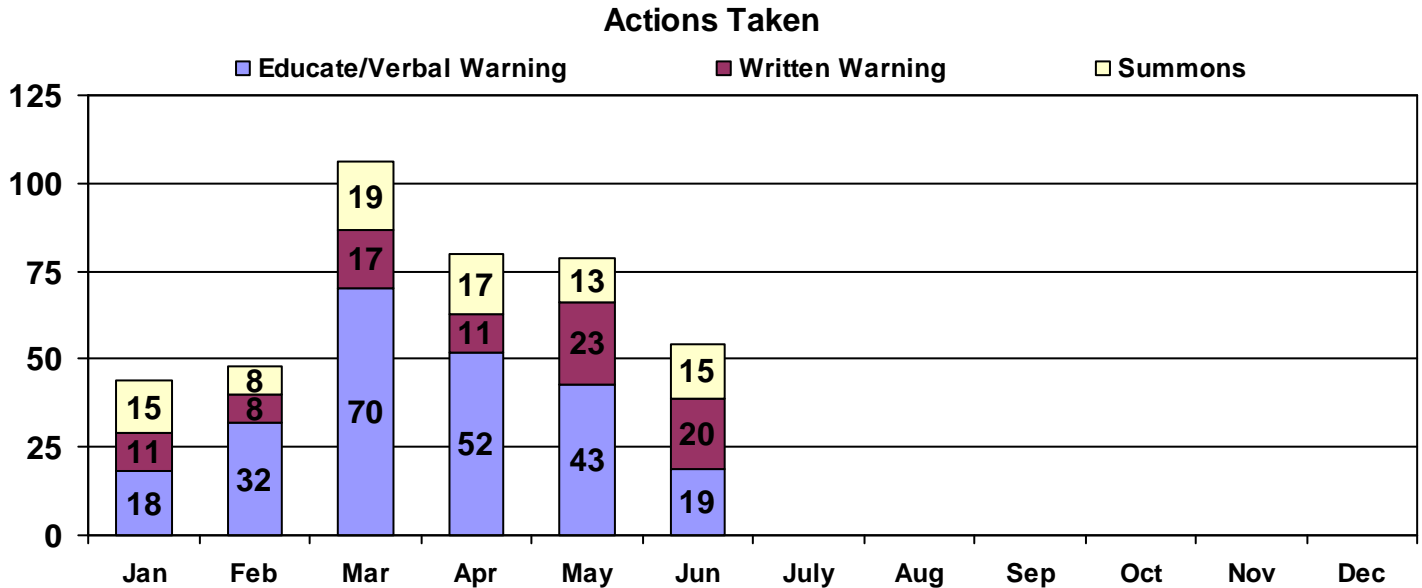


Centennial Animal Services has responded to 3,260 calls for service YTD - 664 in District 1, 638 in District 2, 756 in District 3, 1,014 in District 4, and 202 outside of the City.

Calls for Services by District

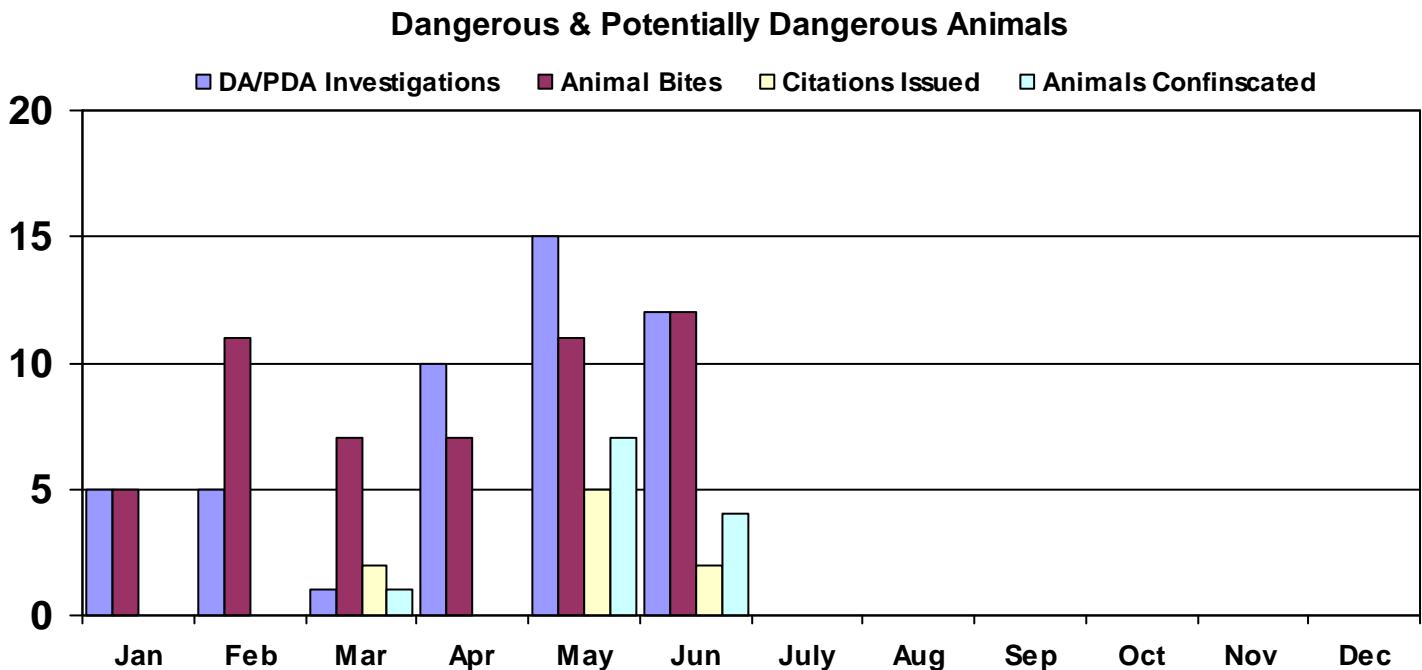


Attempts to educate and mediate are most often the first method of resolution. When these techniques fail a written warning or summons and complaint may be issued. These methods help to reduce the number of repeat offenders, animals impounded, and more effectively manage long-term problems. The actions taken to enhance public safety and protect animal welfare have resulted in 234 education/verbal warnings, 90 written warnings, and 87 summons and complaints year to date.



The term Dangerous or Potentially Dangerous Animal (DA/PDA) refers to any response that results from a report of a domestic animal displaying threatening behaviors (growling, hackles raised, baring teeth, chasing, charging), making aggressive physical contact with a person or domestic animal, or causing bodily or serious bodily injury. An animal bite occurs when a bite from a domestic or wild animal causes a break in the skin of a human. Every DA/PDA and animal bite is promptly investigated and appropriate action is taken.

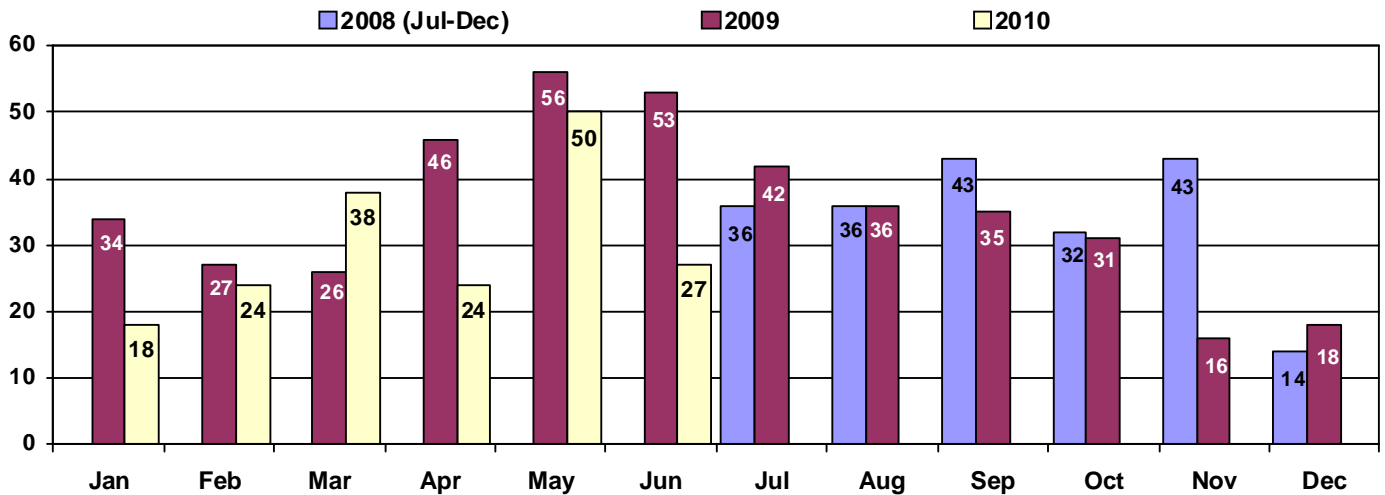
The numbers of DA/PDA Reports, Animal Bites, Citations Issued for DA/PDA, and Animals Confiscated as a result of citations issued are reported below. Year to date CAS has conducted 48 DA/PDA Investigations, processed 56 Animal Bites, Issued 9 DA/PDA Summons, and Confiscated 12 Animals.



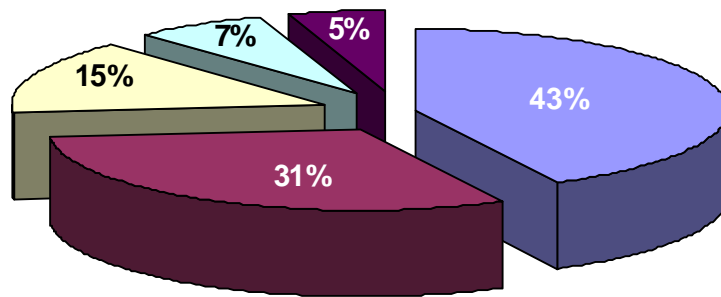
Animals Handled

Year to date CAS has handled 173 animals: 144 Dogs, 15 Cats, 28 Others. 88% of these animals have been saved.

Animals Handled

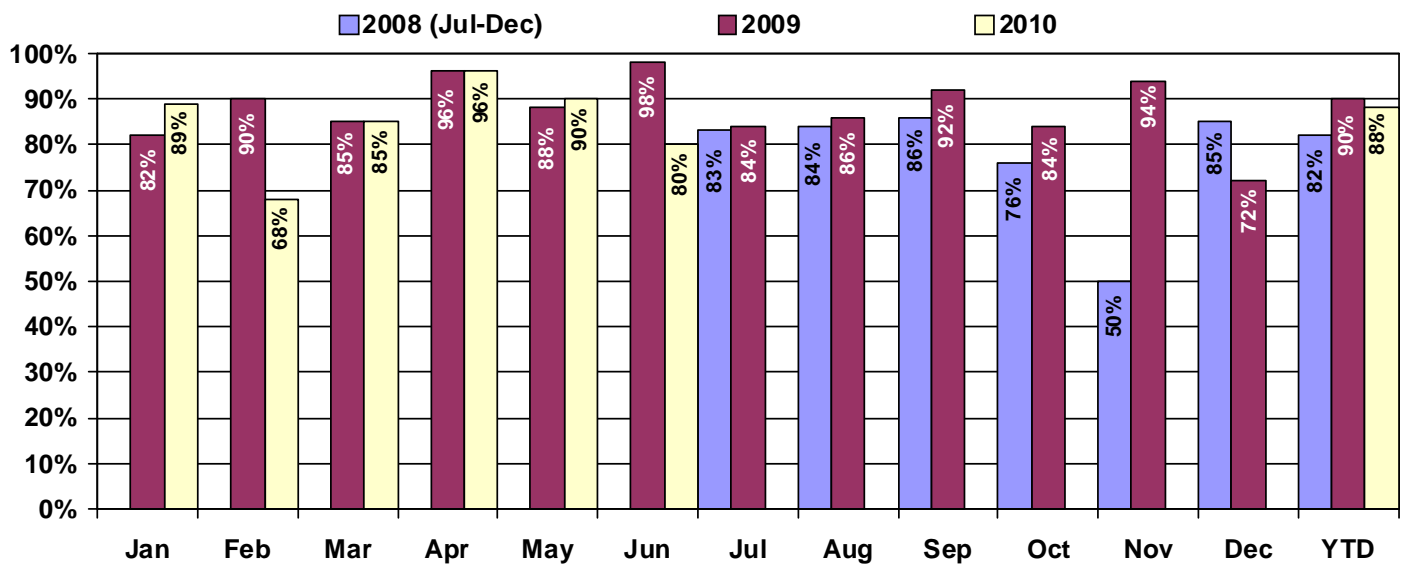


Year to Date Animal Outcomes



■ Returned to Owner in Field
 ■ Returned to Owner from Kennel
 ■ Adopted
 ■ Euthanized
 ■ DOA

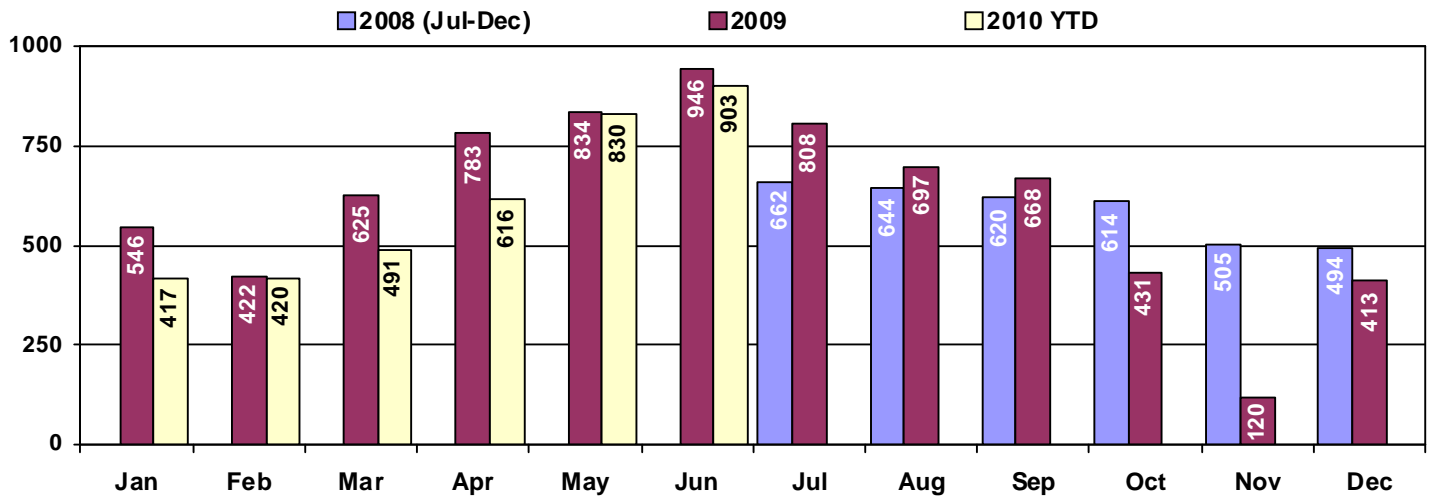
Animal Save Rate



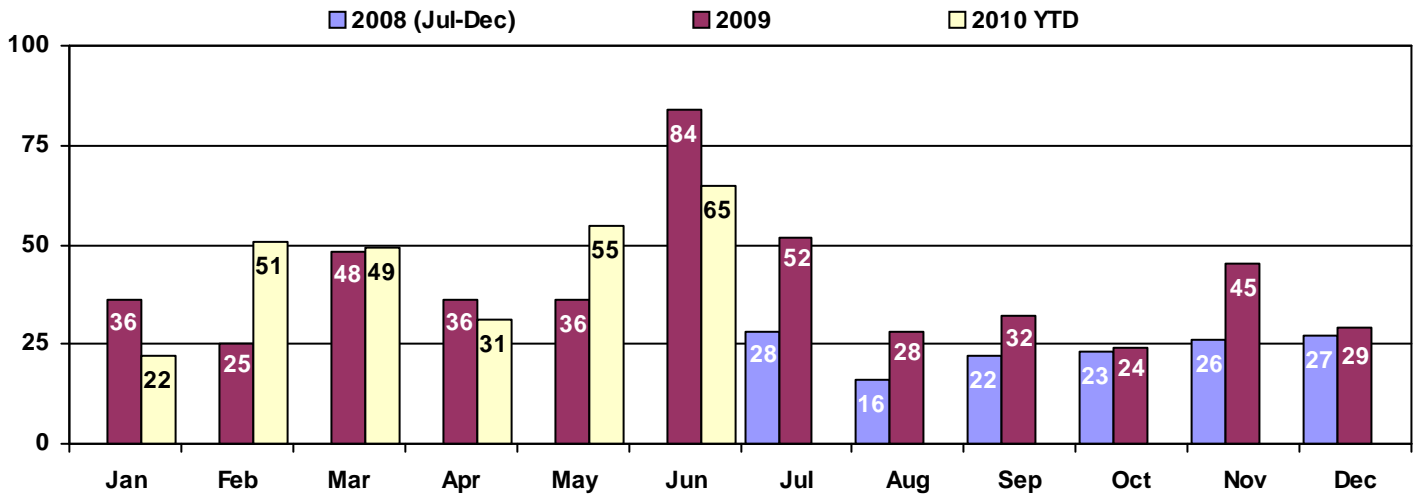
General Information

A total of 3,677 telephone calls have been received, 273 citizens have visited the Centennial Municipal Building to conduct business, and CAS has driven a total of 24,705 miles without accident or injury.

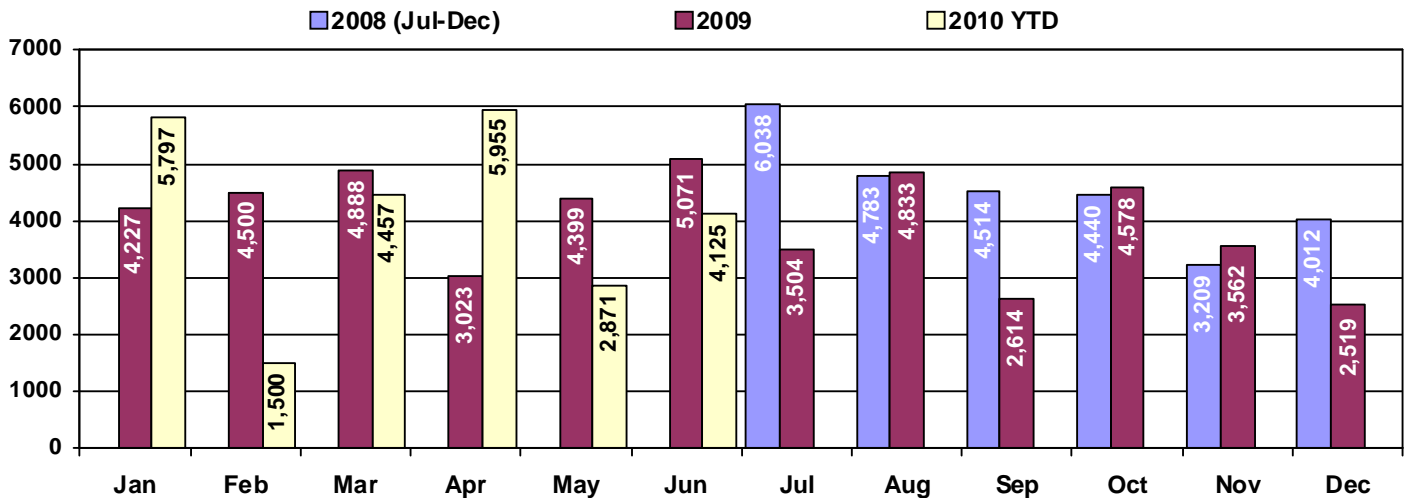
Telephone Calls



Citizen Walk-Ins



Miles Driven

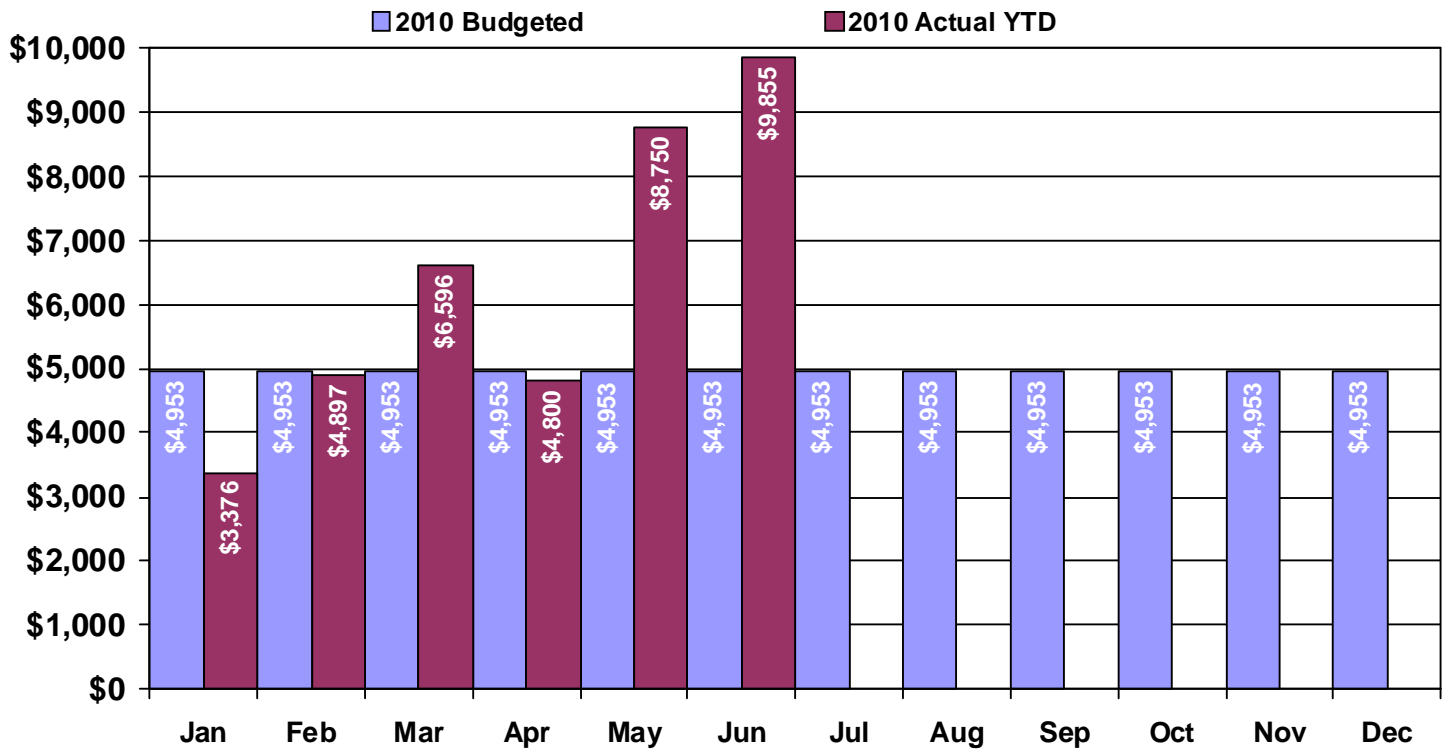


Revenue

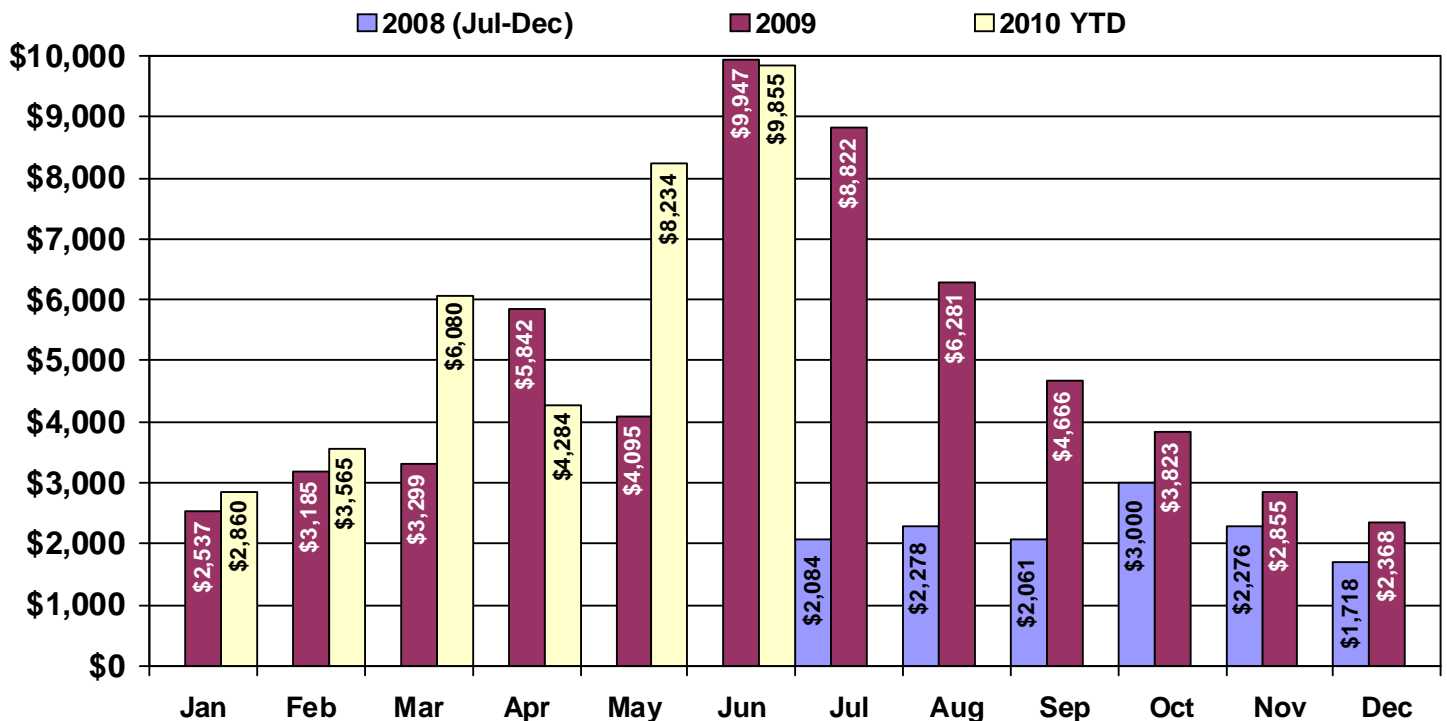
CAS has generated total revenue of \$35,694 year to date. This is approximately **17% Above** the \$29,718 (\$4,953 monthly) yearly budget allocation for revenues.

- Animal Licensing—\$24,886 YTD approximately **14% Above** the \$21,390 (\$3,565 monthly) budgeted YTD
- Animal Fee—\$10,808 YTD approximately **23% Above** the \$8,328 (\$1,388 monthly) budgeted YTD

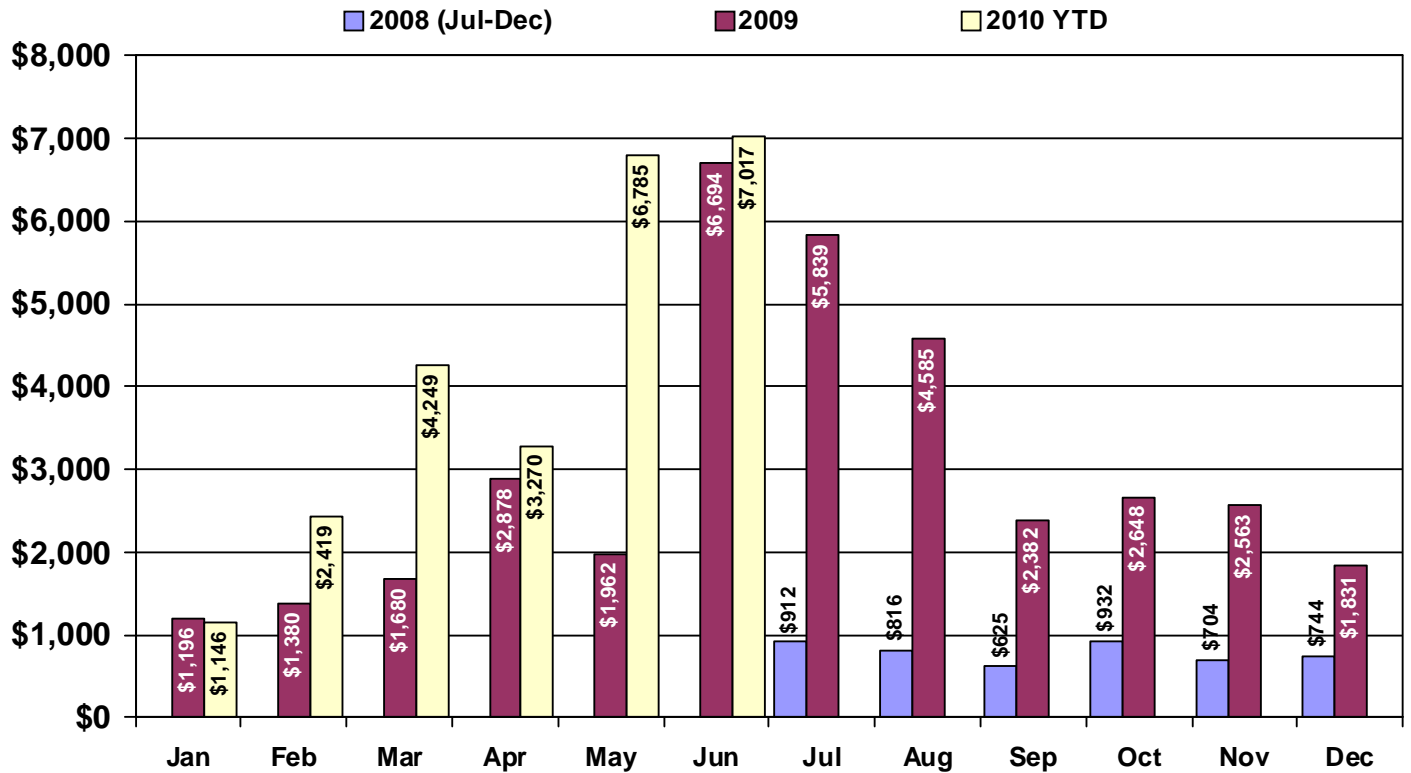
**Total Revenue
Budgeted vs. Actual**



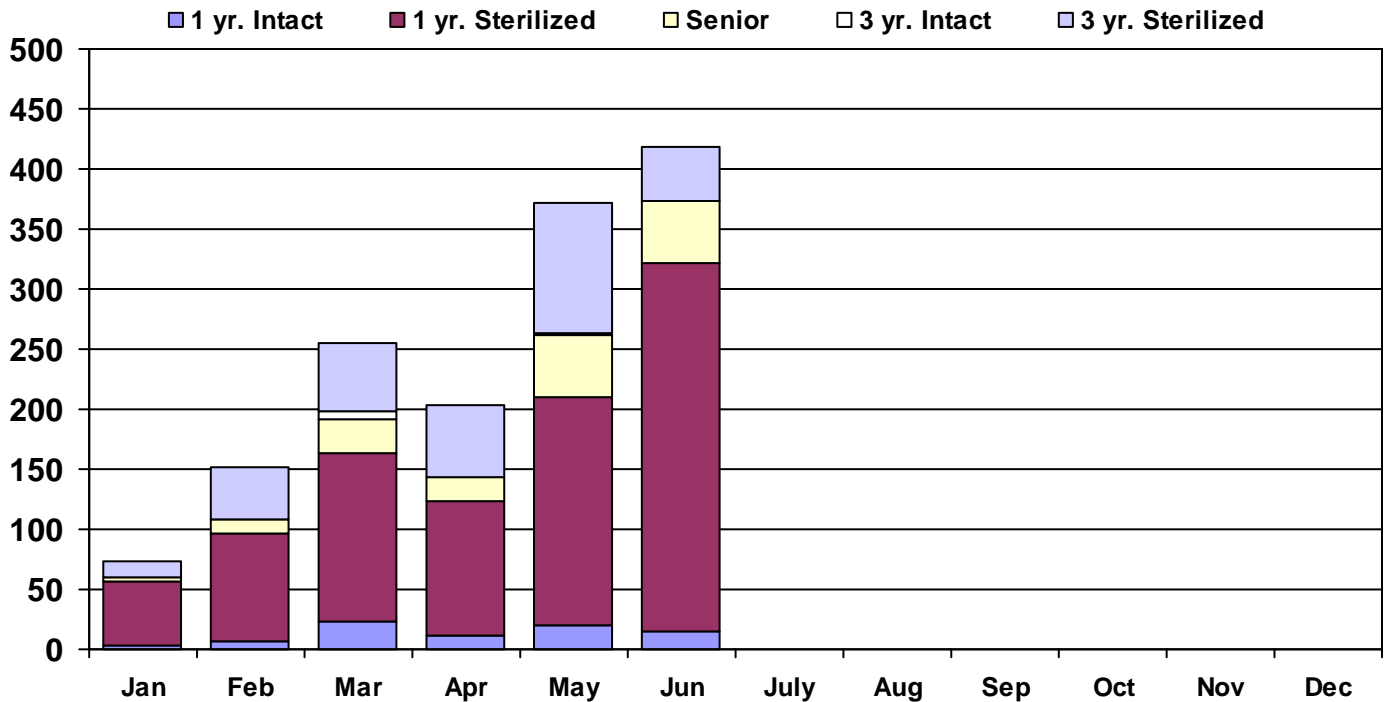
Total Revenue by Year



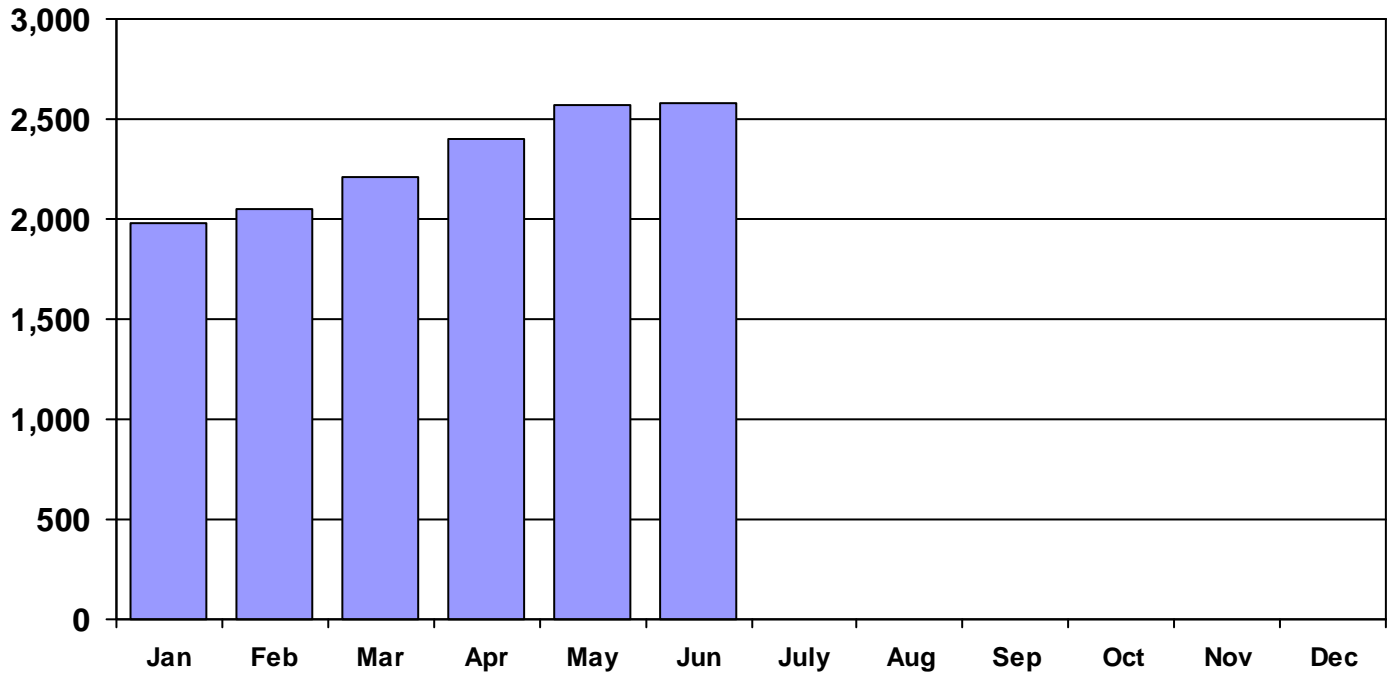
Animal License Revenue



Animal Licenses Issued



2010 Total Number of Licensed Animals



The total number of licensed animals fluctuates month-to-month based upon new and expired licenses. As of the end of June, the total number of licensed animals in the City is 2,579 or 10.75% of the estimated canine population of 24,000.

Fee Revenue

